Red Box Service Offerings
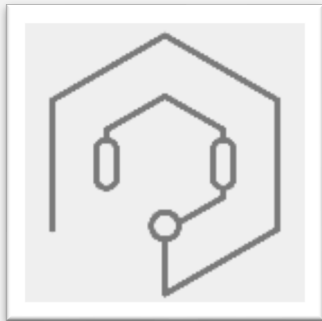
Select coverage hours by offering and we will manage to these in your local time zone

STANDARD	ENHANCED	PREMIUM
9 Hours x 5 Days	**13 Hours x 5 Days**	**24 Hours x 7 Days**
Mon-Fri 0830 - 1730	Mon-Fri 0700 – 2000	Mon-Sun 0000 - 2400

P	Target Resolution
1	4 hrs
2	8 hrs
3	5 days
4	10 days

	Included
Incident Management / Break+Fix support	
•1st Line Service Desk – telephone / email. Perform full incident management	*
•Online portal for self log of cases / view incident management progress	*
•2nd / 3rd Line Engineers – resolve more complex incidents, triage cases which require software development help	*
•4th Line software Development – provide sw fixes, resolve the most complex incidents	*
Change Management	
•Provide information relating to change detail / risk level. Integrate to your change management system	*
Additional Service Offerings	
•Service Management - Standard / Enhanced, from onset of your transition	
•Service Request Offering (MAC's)	
Client Enablement / Self Service	
•Access to information relating to sw upgrades / release notes	*
•Access to how to guides for standard queries	*

Where a contract is signed via a reseller they may provide these elements of support

Time zones and SLAs

Our Service runs 24x7x365

- You can select coverage hours by offering and we will manage to these in your local time zone

Our SLA's are designed to be:

- In line with industry best practice
- Defined consistently regardless of offering (see next slide)
- Reported transparently to you
- Reviewed regularly by ourselves

P	Target
1	4 hrs
2	8 hrs
3	5 days
4	10 days

(SLA would apply for duration of hours covered for each of these offering)

SLA – Priority / Urgency definitions

P	Description

1	• Full/major loss of recording / replay . Full outage no resiliency.
	• Loss of PCI Suppression (where previously working)
	• Media Server / search and replay outage in business-critical environment:
	    • E.g. compliance cannot find calls in financially regulated environment.
	    • Cannot replay – blue light (crime, 999 etc.)
	• Total loss of licenses – e.g. corruption issues, full expiry of all licenses
	• Unable to export via export, leading to loss of replay
	• Network Storage backlog is >50% full

2	• Partial loss of recording (low volume / non-business critical), degradation of replay or other core software elements • Full loss of recording / outage – resilient setup. (e.g. failover to secondary recorder) • NAS Import issue / problems writing to NAS • Total loss of transcription, centralization, screen recording • API breakage to critical business system / API to replay / core integration issues • Cannot use Insight for event monitoring.
3	• Partial loss of transcription, centralization, screen recording • All Quality Monitoring issues / Insight issues relating to Daily System Checks • NAS compression issues • All other issues – non-core functionality • Non-core integration issues
4	• A minor loss of application functionality, incident raised to investigate potential issues which are not service impacting.

P	Respond	Target
1	30 mins	4 hrs
2	30 mins	8 hrs
3	30 mins	5 days
4	30 mins	10 days

Urgency	Description
High	• Multiple customer / partners impacting incident • Customer / Partner business operations severely impacted (e.g. cannot trade, regulatory breach) • High financial impact on the customer / partner business • High risk of reputational damage for the customer / partner • Major public service issue
Med	• Customer / Partner business operations moderately impacted (e.g. impact on ability to perform operational activities) • Moderate financial impact on the customer / partner business • Moderate risk of reputational damage for the customer / partner
Low	• Customer / Partner business operations are minimally impacted (e.g. workaround in place but causing procedural annoyance) • Minor impact on the customer / partner business • Risk is reputational damage for the customer / partner is likely to be minimal

Footnote: Workaround being implemented may cause priority to be reclassified (where this changes impact)